



## User Survey

### RESIDENTIAL PROGRAM SOLUTION CENTER

Thank you for taking a few minutes to evaluate the Solution Center based on your experiences using it.

**Organization:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**1. How often do you access the Better Buildings Residential Program Solution Center?**

*(Please mark one response that best applies to your frequency of access.)*

- Daily
- At least once a week
- At least once a month
- Once or twice in the last 6 months
- I have not yet visited the site. [GO TO END ]
- I haven't heard of the site before now. [GO TO END ]

**2. When you have visited the Solution Center, which features have you used?** *(Please mark all that apply.)*

- I have used the handbooks.
- I used the case studies.
- I used the webinars and video.
- I used the templates and/or examples.
- I used other content. *(please describe)*

**3. When you have visited the Solution Center, what are you looking for?** *(Please mark all that apply)*

- Programmatic tips
- Program design suggestions
- Examples of best practices
- Information about different EE topics
- Marketing and outreach information
- Workforce and contractor engagement information
- Information on data collection and data evaluation methods
- Program planning and/or implementation advice
- Program evaluation methods
- Finance information
- Help in creating my own content
- Content or information to share with my customers and/or stakeholders
- Other (please describe)

*If you have any questions about the survey, please email [EMAIL](#)*

4. How useful was the Solution Center in helping you find: *[each option marked in Q3]* Please mark the appropriate number on the scale below, where 1 means “not useful,” 3 means “somewhat useful,” and 5 means “highly useful.”

	Not Useful	2	Somewhat Useful	4	Highly Useful
<i>[Options selected in Q3]</i>	1	2	3	4	5
<i>Programmatic tips</i>	0	0	0	0	0
<i>Program design suggestions</i>	0	0	0	0	0
<i>Examples of best practices</i>	0	0	0	0	0
<i>Information about different EE topics</i>	0	0	0	0	0
<i>Marketing and outreach information</i>	0	0	0	0	0
<i>Workforce and contractor engagement information</i>	0	0	0	0	0
<i>Information on data collection and data evaluation methods</i>	0	0	0	0	0
<i>Program planning and/or implementation advice</i>	0	0	0	0	0
<i>Program evaluation methods</i>	0	0	0	0	0
<i>Finance information</i>	0	0	0	0	0
<i>Help in creating my own content</i>	0	0	0	0	0
<i>Content or information to share with my customers and/or stakeholders</i>	0	0	0	0	0
<i>Other</i>	0	0	0	0	0

5. Overall, do you find the Solution Center to be a useful website? Please mark the appropriate number on the scale below, where 1 means “not useful,” 3 means “Somewhat useful,” and 5 means “highly useful.”

Not Useful	2	Somewhat Useful	4	Highly Useful
1	2	3	4	5
0	0	0	0	0

6. How has access to the Solution Center content made a difference in your program’s design? *(Please mark all that apply)*

- Solution Center had no impact on your program’s design.
- Made program design easier and/or quicker.
- Prevented implementation of inappropriate or inefficient design elements.
- Provided design suggestions that you might not otherwise have considered.
- Improved the design of at least one aspect of your program (please describe)
- Don’t Know
- Other *(please describe)*

**7. Have you used any of the following handbooks? (Please mark all that apply)**

- Market Position & Business Model
- Program Design & Customer Experience
- Evaluation & Data Collection
- Marketing & Outreach
- Financing
- Contractor Engagement & Workforce Development

**8. How useful was the [each option marked in Q7] handbook to you? Please mark the appropriate number on the scale below, where 1 means “not useful,” 3 means “somewhat useful,” and 5 means “highly useful.”**

	Not Useful 1	2	Somewhat Useful 3	4	Highly Useful 5
<i>[Handbook selected in Q7]</i>					
<i>Market Position &amp; Business Model</i>	○	○	○	○	○
<i>Program Design &amp; Customer Experience</i>	○	○	○	○	○
<i>Evaluation &amp; Data Collection</i>	○	○	○	○	○
<i>Marketing &amp; Outreach</i>	○	○	○	○	○
<i>Financing</i>	○	○	○	○	○
<i>Contractor Engagement &amp; Workforce Development</i>	○	○	○	○	○

**9. Is the Solution Center easy to navigate?**

Very Difficult 1	2	Adequate 3	4	Very Easy 5
○	○	○	○	○

**10. Would you recommend the Solution Center to a peer?**

- Yes
- No
- Don't Know

**11. Has your program's use of the Solution Center had an impact on the results achieved by your program?**

- Yes (please describe)
- No
- Don't Know

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**12. Please provide any additional comments or observations about your experience with the Solution Center in the space below.**

**END: Thank you for taking the time to complete this survey. Your responses will help us evaluate and improve the Solution Center for all its users.**

***Please submit any additional requests or suggestions about topics, tools or resources in the space below.***

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Records Management Division, IM-23, Paperwork Reduction Project (1910-XXXX), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC, 20585-1290; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-XXXX), Washington, DC 20503.